



STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL

Small Procurement – Q&A 2

Workplace Management and Hybrid Workplace Solution

October 26, 2023

To: Responding Consultants/Vendors

Re: Request for Proposals (RFP) for Workplace Management and Hybrid Workplace Solution

As we receive questions from any of the recipients of the RFP reference above, we will be providing responses in a Questions/Answers format. The responses will be sent to all vendors who have expressed an interest in this RFP.

The following is the response to the second round of questions:

Question 1. How many users will need to book spaces?

Answer 1. Our estimate for this is 400. Because of law clerks, interns and our growing team it is hard to provide a precise number. It also changes frequently.

Question 2. Are you using GCC High?

Answer 2. We do not use GCC high.

Question 3. Can you provide clarity around this requirement?

“Ability to track request by steps, to understand completion rates, backlogs, etc.”

Answer 3. We prefer this solution to have a request ticketing system as an included feature. This requirement references how we would be able to track request progress, from initiation to fulfillment. As an example, we may use this system for staff to request office supplies. We would want to see how long it takes for the request to be completed, how many requests are in the queue, etc.

Question 4. Is your group wanting to explore Wayfinding Kiosks or Room Booking Tablets for scheduling purposes?

Answer 4. That was not part of our initial plan but we are open to it, depending on cost.

Thanks